

## **Critical Elements of a Business Emergency Plan**

### **Direction & Control**

Who is in charge of making critical decisions, managing resources, analyzing information? Ensure that the chain of command during an emergency is clear to all of your employees.

### **Communications**

How will you contact your employees? Your customers? Neighboring businesses? Local Officials?

### **Life Safety**

Teach your employees about evacuation vs. sheltering-in-place. Identify external assembly areas if you are evacuated. Establish a system to account for your employees. Plan for employees with special needs or disabilities.

### **Property Protection**

Install protection systems. Make sure you have plans for shutting down or moving critical equipment. Identify critical records or data and back them up at another location.

### **Public Information / Media Relations**

After a large emergency affecting your business, media representatives will likely contact you. It is a good idea to prepare background information about your company. Designate and train a spokesperson who can represent your company and provide important information for your clients and customers.

### **Recovery and Restoration - Business Continuity Planning**

A thorough business continuity plan may help you maintain your business operations throughout an emergency or ensure a quick recovery after an emergency has occurred. A Business Continuity Plan (BCP) should include:

- **Essential Functions:** Identify and prioritize functions and identify the number of personnel and the equipment needed to perform these functions.
- **Delegation of Authority:** Identify personnel who are able to make critical decisions and identify the circumstances under which their authority would be used.
- **Order of Succession:** Develop orders of succession of sufficient depth and geographical dispersal for key positions within your department and develop procedures for the conditions under which succession will take place.
- **Alternate Facilities:** Identify alternate facilities where priority functions could be performed.
- **Communications:** Describe methods of communications needed for operations and tools that are available at alternate facilities.
- **Vital Records and Databases:** Identify critical operations documents, financial records, and time keeping items and describe where and how they are duplicated.

### **Administration & Logistics**

Identify required record keeping methods and designate resource acquisition and tracking personnel.